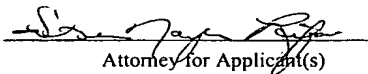


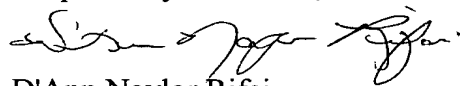
REMARKS

This supplemental amendment is being submitted for entry into the application filed on August 29, 2003, Serial Number 10/652,379. Accompanying this amendment is a Submission of Formal Drawings with Formal Drawings attached. These changes have been incorporated into the formal drawings. Applicants respectfully submit that no new matter has been added. Entry of this amendment is respectfully requested.

In view of the amendments and remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5086.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on July 8, 2004.	
 Attorney for Applicant(s)	<u>7/8/04</u> Date of Signature

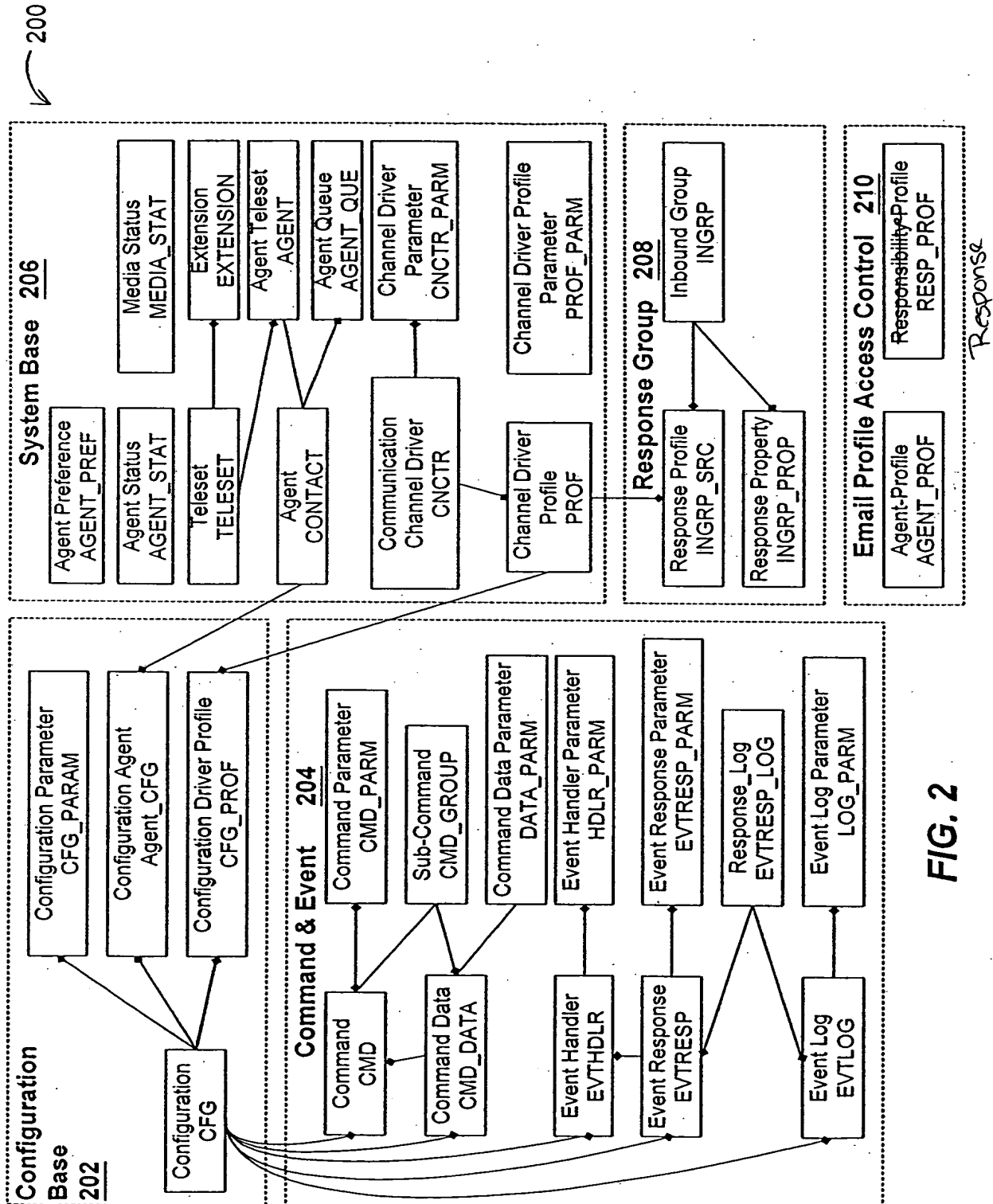
Respectfully submitted,



D'Ann Naylor Rifai  
Attorney for Applicant(s)  
Reg. No. 47,026  
(512) 439-5086 [Phone]  
(512) 439-5099 [Fax]



ANNOTATED SHEET SHOWING CHANGES



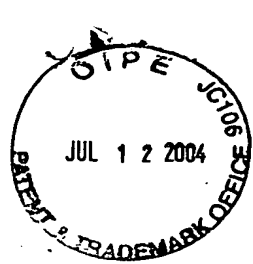


Attorney Docket No.: M-11405 US  
First Inventor: Anil K. Annadata  
Title: System and Method for Maintaining Real-Time Agent  
Information for Multi-Channel Communication Queuing

ANNOTATED SHEET SHOWING CHANGES

FIG. 4I: TABLE UQ\_ROUTE\_STS

Column_Name	Type	Length	Comments
ROUTE_ID	Varchar	75	
START_TS	Date Time		
END_TS	Date Time		
SOURCE_NAME	Varchar	75	Either the route name
AVG_WAIT_TM	Number	10	Waiting time during the given period
AVG_HANDLE_TM	Number	10	Handling time during the period
NUM_ABANDONED_REQS	Number	10	Number of abandon requests
AVG_ABANDONING_TM	Number	10	average requests
LONGEST_WAIT_TM	Number	10	Longest waiting time in seconds
AVAIL_USER_PCT	Number	10	Percentage of available agents
AUX_WORK_USER_PCT	Number	10	Percentage of auxwork agents
TOTAL_NUM_WORKITEMS	Number	10	Total number of agent if each agent handle only one work item
TOTAL_NUM_UNASSIGNED_WORKITEM	Number		requests
TOTAL_NUM_DELIVERED_WORKITEM	Number		
TOTAL_NUM_SERVICE_LEVEL_WORKITEM	Number		
Comments	Varchar	250	

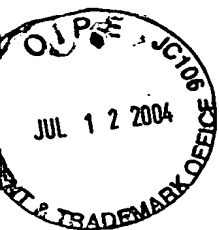


Attorney Docket No.: M-11405 US  
 First Inventor: Anil K. Annadata  
 Title: System and Method for Maintaining Real-Time Agent  
 Information for Multi-Channel Communication Queuing

ANNOTATED SHEET SHOWING CHANGES

FIG. 4J: TABLE UQ\_MEDIA\_STS

Column Name	Type	Length	Comments
MEDIA_TYPE_CD	Varchar	30	
START_TS	Date Time		
END_TS	Date Time		
SOURCE_NAME	Varchar	75	Either the route name
AVG_WAIT_TM	Number	10	Waiting time during the given period
AVG_HANDLE_TM	Number	10	Handling time during the period
NUM_ABANDONED_REQS	Number	10	Number of abandoned requests
AVG_ABANDONING_TM	Number	10	Abandoned requests
LONGEST_WAIT_TM	Number	10	Longest waiting time in seconds
AVAIL_AGENT_PCT	Number	10	Percentage of available agents
AUX_WORK_AGENT_PCT	Number	10	Percentage of auxwork agents
TOTAL_NUM_WORKITEMS	Number	10	Total number of agents if each agent handles only one work item
TOTAL_NUM_UNASSIGNED_WO RKITEM	Number		Variables
TOTAL_NUM_DELIVERED_WOR KITEM	Number		
TOTAL_NUM_SERVICE_LEVEL_ WORKITEM	Number		
Comments	Varchar	250	



Attorney Docket No.: M-11405 US  
First Inventor: Anil K. Annadata  
Title: System and Method for Maintaining Real-Time Agent  
Information for Multi-Channel Communication Queuing

ANNOTATED SHEET SHOWING CHANGES

FIG. 4K: TABLE UQ\_AGENT\_STS

Column_Name	Type	Length	Comments
AGENT_ID	Varchar	15	
START_TS	Date Time	7	
END_TS	Date Time	7	
CONTACT_ID	Varchar	15	
AVAIL_PCT	Number		Percentage available
BUSY_PCT	Number		Percentage busy
AUX_WORK_PCT	Number		Percentage auxwork
NUM_COMM_ITEM_SRVD	Number		Number of work items served
Comments	Varchar	250	

FIG. 4L: TABLE UQ\_ERR\_LOG

Column_Name	Type	Length	Comments
Name	Date Time	7	
TYPE_CD	Varchar	30	Either alarm or error
Severity	Varchar	30	
ERROR_CODE	Varchar	10	Alarm code or error code
MSG_DESC	Varchar	250	Template for message



Attorney Docket No.: M-11405 US  
First Inventor: Anil K. Annadata  
Title: System and Method for Maintaining Real-Time Agent  
Information for Multi-Channel Communication Queuing

ANNOTATED SHEET SHOWING CHANGES

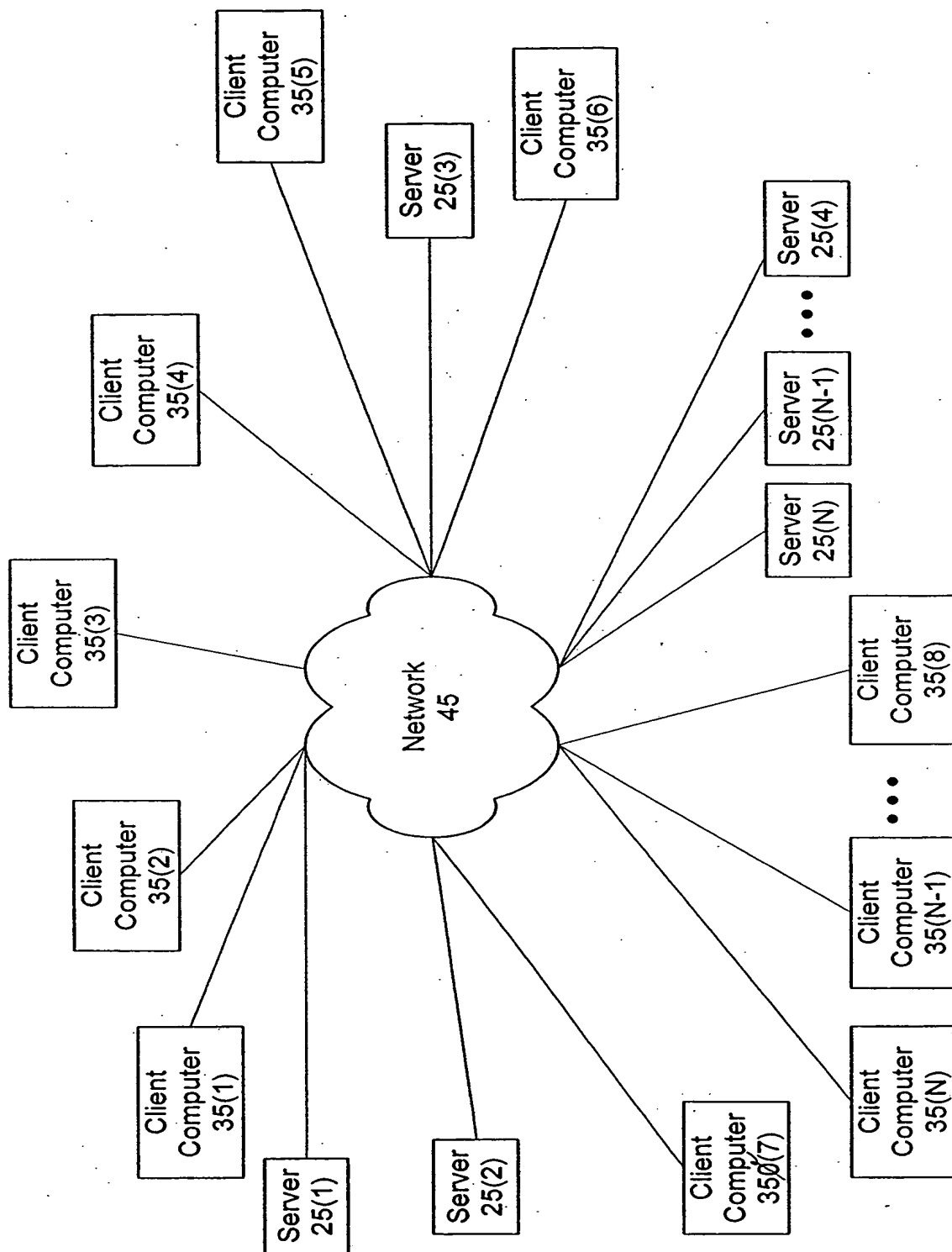


FIG. 5